**RESUME**



**SATYENDRA KUMAR GUPTA**

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**Passport No.- W7429589**

Synopsis

A dynamic professional with 9 year’s rich experience in Retail operations, Administration, Client Relationship Management & Team Management in the Retail industry. A keep planner with proven abilities in devising strategies to augment business, promote product and service for business excellence. Verifiable year on year success in achieving revenue and business growth objectives in highly competitive environments. Excellent interpersonal, communication and organizational skill with proven abilities leading motivated team toward achieving organizational goals.

QUALIFICATION

* MBA from Sikkim Manipal University (2012-2014)
* B.A. from DDU in Gorakhpur. (2006-2009)
* Intermediate (12th) passed from U.P. Board. (2006)
* Matriculation (10th) passed from U.P. Board. (2004)

PROFESSIONAL QUALIFICATION:

* MBA from Sikkim Manipal University

Summarized Details of company:

**Worked with 24 seven convenience stores (Godfrey Philips India Ltd) from 14 August 2013 to 15 June 2015 as an Assistant Store Manager**

**Worked with 24 seven convenience stores (Godfrey Philips India Ltd) from 15 June 2015 to 31 December 2020 as a Store Manager**

**Worked with Easy Day (Future Group) from April 2021 to till February 2022 as an Assistant Store Manager**

**Worked with Reliance Retail Ltd from March 2022 to November 2022 as an Assistant Store Manager**

**Working with King Solutions Commercial Broker LLC Dubai UAE from March 2023 to till now as a Sales Representative in Benghazi Libya**

**SKILL**

* Experience of managing Store operations to achieve business, maintain quality customer Service & Cleanliness with sustainable profitability
* Extensive computer skills
* Good inter personal and communication skills
* Ability to work under pressure
* Excellent problem solving and troubleshooting skills
* Won many awards & Recognitions in business achievements and extracurricular activities

**AWARD**

**Best Sales Communication & Customer service (2015)**

**Best Store Manager - Most Profitable Store (YTD) EBITA (2018)**

**Areas of expertise/ exposure**

**Retail operation**

* Driving the top-line and bottom line with respect to Sales revenue targets
* Enhancing the customer experience with high customer service level and excellent store upkeep
* Negotiating for Events, Promotions and offers with Brands leading to increased walk-ins and higher conversions
* Ensuring full manpower availability and maintaining strict adherence to standard operating procedures
* Maintaining effective Visual display of merchandise to ensure customer convenience and higher sales

**Inventory Management/ Procurement**

* Efficiently managing the availability stock in sync with customer requirement and seasonal trends
* Ensure on time feed back to Vendors, Merchandisers and Buyers regarding moving and non-moving items

**Customer Relationship Management**

* Maintaining cordial relations with customers to sustain the profitability of the business
* Monitoring customer complaints, providing efficient services
* Handling customer grievances and resolving issues

**Team Management**

* Imparting/organizing training programs for achieving per planned business targets
* Leading training & monitoring the performance of team members to ensure efficiency in sakes operations and meeting of individual & group targets
* Create an environment that sustains and encourage high performance, motivate teams in optimizing their contribution levels.

PERSONAL PROFILE:

Gender : Male

Nationality : Indian

Marital Status : Married

Language Known : English & Hindi

Hobbies : Cooking, traveling, meeting with new people, playing cricket

**DECLARATION:**

I hereby declare that all the information furnished above is true and complete to the best of my knowledge and belief.

DATE:

PLACE:(SATYENDRA KUMAR GUPTA)